



## Customer Service Specialist GUARANTEED EDUCATION TUITION

Appointment Type:	Exempt Position
Division:	Guaranteed Education Tuition
Salary Range:	\$2,676
Work Schedule:	Full-time
Location:	Olympia
Closing Date:	October 17, 2011

**\*IMPORTANT NOTE – Temporary Salary Reduction:** From July 1, 2011 to June 29, 2013 a 3% temporary salary reduction is in effect for most state positions. Salary reduction IS reflected in the salary listed above. For more specific information, visit, <http://www.dop.wa.gov/CompClass/TempSalaryReduction/Pages/default.aspx>

### AGENCY PROFILE

The Higher Education Coordinating Board (HECB) is a ten-member citizen board that makes recommendations to the legislature and Governor on higher education policy, and administers many of the state's student financial aid programs. The Board assesses the higher education needs of Washington citizenry and recommends enrollment and other policies to meet those needs. It is charged by state law with representing the "broad public interest above the interests of individual colleges and universities." The HECB reviews the operating and capital budget requests of the state's public colleges and universities and recommends budget priorities to the Governor and legislature. It also approves new degree programs offered by the public four-year colleges and universities and administers other programs that serve the public. The agency has a staff of approximately 100.

### DIVISION PROFILE

The Higher Education Coordinating Board administers Washington State's prepaid college tuition program known as the Guaranteed Education Tuition (GET) program. The GET program allows families to purchase tuition units now, for use at a later date. These funds are invested and the purchaser is guaranteed a return, which will cover tuition at some future date. The Committee on Advanced Tuition Payment, commonly referred to as the GET Committee, governs the program. The committee is composed of the Executive Director of the Higher Education Coordinating Board, the State Treasurer, the Director of the Office of Financial Management, and two citizen members. More information about the program can be found at [www.get.wa.gov](http://www.get.wa.gov).

### GENERAL POSITION DESCRIPTION

This is a full-time exempt permanent position and will provide support services to the Customer Service Unit of the GET program. The Customer Service Specialist reports directly to the Customer Service Manager and will provide assistance to current account holders and prospective customers with information regarding the program and management of their accounts. It is estimated that approximately 80% of the duties are in the area of direct customer service and staff support and approximately 20% of the duties will be in the area of records coordination and processing for the program. This position also provides occasional backup to the front office receptionist. This

position is exempt from Department of Personnel rules and regulations, and covered by the Fair Labor Standards Act.

## DESIRED QUALIFICATIONS

- Two-year Vocational/Community College Degree AND 1 year of Customer Service experience OR
- Two years of experience providing assistance to clients/customers regarding inquiries complaints, or problems in person, by telephone, email and other written correspondence
- Demonstrated proficiency in Microsoft Word, Excel, Power Point, and Outlook
- Excellent communication and organizational skills
- Ability to work effectively as a team member and follow instructions as provided
- Ability to interact harmoniously and productively with people within their immediate work unit, the division, and the agency
- Outstanding written and oral communication skills
- Ability to work independently and use good judgment in evaluating and making decisions
- Ability to apply and interpret laws, policies and procedures
- Ability to remain calm in a busy office setting
- Ability to understand and explain complex transactions
- Working knowledge of SCT Banner software, preferred

## SALARY AND BENEFITS

The salary for this position is \$2,676 per month. The State of Washington offers a generous benefits package worth about 30% of the salary that includes medical, dental, life, and long-term disability insurance; vacation, sick, military, civil, and shared leave; 11 paid holidays per year; a state retirement plan with generous employer contributions; optional Deferred Compensation Program for tax-deferred retirement investments; and optional Dependent Care Assistance and Medical Flexible Spending Accounts.

## APPLICATION PROCEDURES

*To be considered for this position, applicants must:*

1. Locate the job on the CAREERS.WA.GOV website and complete the online application.
2. Complete the Supplemental Questionnaire
3. Attach a **cover letter** that specifically addresses how they meet the qualifications for the position
4. Attach the names and telephone numbers of three employment references.

*Initial screening will be based solely on the information contained in your application. You should keep a copy of your application for your files.*

## QUESTIONS?

Technical questions or issues with the NEOGOV website: Contact the Department of Personnel Service Center at (360) 664-1960 or (877) 664-1960.

## OR

Specific questions about the position: Contact Karen Moton-Tate at the Higher Education Coordinating at (360) 753-7802 or [HumanResources@hecb.wa.gov](mailto:HumanResources@hecb.wa.gov).

## SELECTION PROCEDURES

All applications will be reviewed and ranked based on relevant training and experience. A limited number of the highest-ranking applicants will be admitted to the next screening phase. Rating of applications and expressions of interest will begin immediately and will continue until the position is filled. Interviews will begin as soon as a pool of eligible candidates is identified.

*The Higher Education Coordinating Board is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please contact us at (360) 753-7802 as early as possible regarding any assistance you may require.*